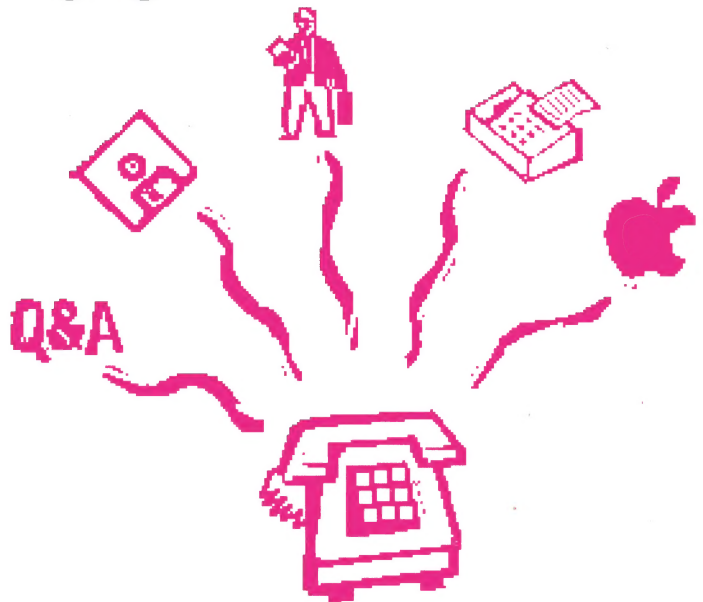




Apple Resource Guide



Customer Registration
Warranty
Software Licence
Customer Support

System Record

When you've completed the registration card, please take a moment to record the serial number and the model name of your computer. This information will come in handy - and will help us help you more quickly - when you call for assistance.

Computer Serial Number

Model Name

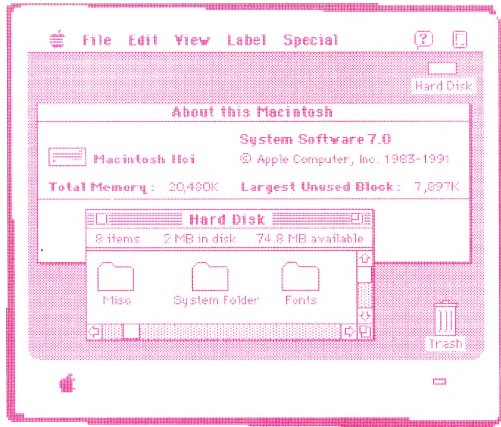
Date of Purchase

Where purchased

Notes

Where to find Information for your System Record

Choose About this Macintosh from the Apple Menu to find the amount of memory (RAM) and the system software version



Find the serial number at the back or on the bottom of the computer.

The model name (for example, Performa 400) is on the front of the computer.

Welcome

Thank you for purchasing an Apple Computer. Now that you're an Apple owner, we'd like to tell you about some of the resources we've developed to help make your computing experience both pleasant and productive.

The front pocket contains the customer registration card and system record. Be sure to sign up for the Powerbook draw and mail the registration card to Apple. The back pocket contains the Terms of Warranty, Customer Support information and the Apple Software Licence. In the middle you will find information about repair services and other resources.

Welcome to Apple. We wish you success - and we're here to help you achieve it.

We're here when you need us

At Apple, we build technically sophisticated products that are surprisingly easy to use, right out of the box. But that's just the beginning. We want your computing experience to be rewarding and successful all along the way, so we've developed comprehensive support services to give you the assistance you may need later on.

You're supported from the start.

Apple support begins on the drawing board. From the first sketch to the finished unit, we design every Apple product to set the industry standard for ease of use. Then, to make sure your Apple system represents a complete solution and not just a set of hardware, we pack comprehensive support materials into every box. These include instruction and reference materials, interactive computer-based training programs and the Apple One-Year Limited Warranty.

You have direct access to Apple.

To help you do more with your Apple system, we've developed an array of support products and services that are directly available to you as an Apple owner. For example, you have direct access to toll-free telephone support.

We deliver the Apple promise.

This guide outlines the services and products we've developed to support you, now and in the future. These programs reflect one of our strongest commitments to you as an Apple owner: We want to make sure our easy-to-use computers stay that way.

Repair Services

Your Apple Warranty

The Apple One-Year Limited Warranty provides repairs required because of defects in workmanship for one year after the date of purchase. Refer to the card in the back pocket of this guide to find out how to obtain repair services under the Warranty.

The Terms of Warranty are in the back pocket of this guide.

Extended Service Agreement

To cover repairs after your warranty expires, your retailer may offer an extended service agreement. Alternatively, Apple offers an extended service agreement called AppleCare which gives you the same protection as the initial Apple One-Year Limited Warranty.

Time and Materials

If you have not purchased an extended service agreement, you can obtain repair services after your Warranty has expired by taking your computer to an Apple Authorised Service Centre for repairs. When you call for assistance, you'll receive information about Authorised Service Centre locations near you. Charges for repair services are based on time and materials (an hourly service rate plus cost of parts).

For information on the location of your nearest Apple Authorised Service Centre refer to the card in the back pocket of this guide.

For information, call the retailer from which you bought your computer, or call Apple directly (see the card in the back pocket of this guide).

Direct Support

Telephone Support

With your purchase you receive one full year of toll-free telephone support, starting from the date of purchase. You'll have access to our specially trained staff, who can provide assistance with installation, product compatibility and other issues.

The Customer Support number and additional information are provided in the back pocket of this guide.

Apple User Groups

Wherever you are, you can probably find an Apple User Group that shares your special interests. Many groups offer training courses, maintain on-line bulletin boards and collect public-domain software for their members' use.

To find an Apple User Group near you or for information, refer to the card in the back pocket of this guide.

Software Support

Sometimes your questions are best addressed to the maker or distributor of the application program you are using. If your question is about a software application not manufactured by Apple, such as a word processor, please contact the appropriate company directly - its phone number is usually listed in the software manual.



Training and Upgrades

Training Providers

To make sure you have many opportunities to increase your computer abilities and productivity, a number of Authorised Apple Resellers have been approved as Apple Training Centres (ATC). Participants in ATC are chosen for their expertise in computer technology, their understanding of the computer industry and their teaching ability. ATC members provide training in application software such as word processing and accounting packages.

For the name of an ATC member near you, please refer to the card in the back pocket of this guide.

Hardware Products

Your Apple product was designed to be expanded as your needs grow. You can enhance your system by adding new logic boards, floppy or hard disk drives and memory. Apple can advise you on upgrades for your system.

For information please call the Customer Support number which is listed on the card in the back pocket of this guide.

Apple News

By filling in the enclosed Customer Registration card you will automatically receive Apple News which will keep you updated on the latest hardware and software developments.

The Customer Registration card can be found in the front pocket of this guide.



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